



COUNTY OF SAN BERNARDINO  
STANDARD PRACTICE

NO 1-1.10

ISSUE rev 7/97

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BY Annette Davis

EFFECTIVE 7/94

DEPARTMENT BEHAVIORAL HEALTH

SUBJECT CONTROL AND ORGANIZATION  
OF THE STANDARD PRACTICE  
MANUAL

APPROVED

James McReynolds, Director

**I. PURPOSE**

To acquaint departmental employees with the control and organizational purposes of the Standard Practice Manual (SPM) and with the procedures for submitting new or amended material.

**II. POLICY**

The manual contains policies and procedures of a department-wide or general nature. Specific limited procedures for sub-units may be found in individual clinic manuals.

**III. EXPLANATION OF MANUAL ORGANIZATION**

A. The manual is divided into two volumes. The first contains administrative procedures and the second consumer service procedures. There is considerable overlap between the two, which are designed to be used together.

**B. VOLUME 1: ADMINISTRATION**

Chapter 1 - Overview

This section includes organizational charts, a brief description of the department, and its mission.

Chapter 2 - Inter/Intra-Departmental Interaction

This section includes communication procedures, information on legal issues, travel, transportation, training, and departmental meetings.

Chapter 3 - Human Resource/Personnel Issues

This section includes information on recruitment, hiring, transfer, and termination procedures, including those specific to medical staff. It also contains department-wide personnel rules and practices.

Chapter 4 - Department Property

This chapter includes information on department facilities, equipment and supplies.

Chapter 5 - Short-Doyle Medi-Cal Certification

This chapter includes information on certification procedures for Short-Doyle Medi-Cal reimbursement.

Chapter 6 - Fiscal

This chapter contains information on budgeting, accounting, billing, and collection for treatment services.

Chapter 7 - Emergency/Disaster Preparedness and Safety

This chapter includes emergency plans for department facilities in situations which may involve law enforcement agencies. It also contains information on department-wide safety issues.

Chapter 8 - Research and Evaluation, SIMON

This chapter contains procedures for standardized statistical reports and for requesting information or services from SIMON and R&E.

C. VOLUME 2: TREATMENT

Chapter 9 - Referral, Admission, Discharge Procedures

This chapter includes information on accessing services and client payment responsibilities.

Chapter 10 - Managed Care/Coordination

This chapter includes procedures on the coordination process for managed care.

Chapter 11 - Patients' Rights

This chapter includes procedures concerning the rights of consumers and the function of the Patients' Rights Office staff.

### Chapter 12 - Reporting Requirements

This chapter includes information concerning mandated reporting requirements and incident reporting.

### Chapter 13 - Medical/Psychiatric Services and Procedures

This chapter contains information on the utilization and control of medications, on treatment documentation procedures, and on direct services.

### Chapter 14 - Client Record Confidentiality

This chapter contains information on procedures for maintaining and protecting client confidentiality, including those procedures related to medical records.

### Chapter 15 - Utilization Control/Quality Assurance

This section contains information concerning the utilization control committee and audits.

### Appendix

This section includes:

1. An alphabetical index which will be revised on an annual basis. Employees assigned manuals should post their index whenever new material is received.
2. An alphabetical listing of commonly used abbreviations.
3. A listing of reference material available to staff.

## **IV. FORMAT**

- A All SOPs will be written using the Standard Roman Numeral Outline format (see attached sample).

- B. Each SOP will (in the heading) list the person most knowledgeable in the subject covered. This person should be contacted for clarification or questions regarding specific procedures.

**V. MANUAL CONTROL**

A Responsibility

Responsibility for publication and distribution of material, revisions, issues, storage, and otherwise controlling the SPM system is assigned to the Administrative Services Division.

B Publication

Material intended for SPM publication should be submitted in the desired format, through the appropriate Deputy Director to the Director, (see SOP 1-1.20).

C. Distribution

1. Manuals will be issued to Deputy Directors, Program Managers, Clinic Supervisors, and Administrative Services supervisory staff. These staff are responsible for ensuring that all employees have access to a copy of the manual.
2. The Administrative Services Division will maintain a current, approved distribution list (attachment).
3. All employees issued a SPM who leave the department or change assignment must return the manual in good condition. Return of the SPM will be included on Form DMH 129, "Out Processing for Terminating Employees."

D. Master Book

A complete updated manual will be maintained and made available for review by the Administrative Services Division.

**STANDARD PRACTICES MANUAL DISTRIBUTION**

| <b><u>MANUAL NO.</u></b> | <b><u>LOCATION</u></b>             | <b><u>RESPONSIBLE PERSON</u></b> |
|--------------------------|------------------------------------|----------------------------------|
| 1                        | DIRECTOR'S OFFICE                  | Rudy Lopez                       |
| 2                        | DEPUTY DIRECTOR, ADMIN. SVCS.      | Claudia Rozzi                    |
| 3                        | DEPUTY DIRECTOR, COMM. SVCS.       | Joyce Lewis                      |
| 4                        | DEPUTY DIRECTOR, MED. SVCS.        | Jacki Pringle                    |
| 5                        | DEPUTY DIRECTOR, ADS               | Jeronimo Breen                   |
| 6                        | FINANCIAL EVALUATION               | Teri Bracy                       |
| 7                        | DESERT/MOUNTAIN REGION             | Rita Osborne                     |
| 8                        | PHOENIX OUTPATIENT/BLDG. #4        | Roger Gonzalez                   |
| 9                        | ASST. DIRECTOR'S OFFICE            | Bertha Morris                    |
| 10                       | SIMON OFFICE                       | Michael Day                      |
| 11                       | BUSINESS OFFICE                    | Linda Bagley                     |
| 12                       | CV - ADMINISTRATION                | Delores Cordero                  |
| 13                       | MESA COUNSELING                    | Carol Michelson                  |
| 14                       | CV - NUEVA VIDA CLINIC             | Daniel Nunez                     |
| 15                       | WV - RANCHO CUCAMONGA              | Leo Juarez                       |
| 16                       | WV - UJIMA CLINIC                  | Lisa McGinnis                    |
| 17                       | C.I.D.                             | Marsha Workman                   |
| 18                       | CCICMS                             | Mike Schertell                   |
| 19                       | BARSTOW CLINIC                     | Jeanne Newcomer                  |
| 20                       | ACSP ADMIN                         | Ralph Ortiz                      |
| 21                       | AGEWISE                            | Cythia Curbow                    |
| 22                       | CONTRACT CLAIMS                    | Patty Glas                       |
| 23                       | DISCOVERY CLINIC                   | Holli Prince                     |
| 24                       | FISCAL                             | Al Evans                         |
| 25                       | VICTOR VALLEY BEHAVIORAL HEALTH    | Kerry Turner                     |
| 26                       | MENTAL HEALTH COMMISSION           | Joyce Lewis                      |
| 27                       | DESERT/MTN REGION                  | Rita Osborne                     |
| 28                       | VICTOR VALLEY CLINIC               | Glenn Heinrich                   |
| 29                       | PROGRAM INTEGRITY DIV. CASE REVIEW | Tim Aguilar                      |
| 30                       | CASA RAMONA CLINIC                 | Rosa Gomez                       |
| 31                       | HOSPITAL AFTERCARE SERVICES        | Arvita Crabtree                  |


|    |                                 |                           |
|----|---------------------------------|---------------------------|
| 32 | MEDICAL RECORDS                 | Lee Russell               |
| 33 | COMPLIANCE UNIT                 | Nancy Snowball            |
| 34 | CHILDRENS SYSTEM OF CARE        | Andy Gruchy               |
| 35 | PATIENTS' RIGHTS                | Bill Fry                  |
| 36 | PAYROLL                         | Pearlie Holliday          |
| 37 | PROPERTY MANAGEMENT             | Betty Vaughn              |
| 38 | RESEARCH & EVALUATION           | Keith Harris              |
| 39 | SPM SUPPORT SERVICES            | Admin Services Div. Sec 1 |
| 40 | EAST VALLEY REGION ADMIN.       | Debbie Cazares            |
| 41 | CHILDRENS SYSTEM OF CARE ADMIN. | Pam Mosley                |
| 42 | ADULT RESIDENTIAL SERVICES      | Jeff Wirth                |
| 43 | UTILIZATION REVIEW              | Carol Sakai               |
| 44 | MESA COUNSELING                 | Carol Michelson           |
| 45 | ONTARIO-CALWORKS                | Marta Bomortino           |
| 46 | VICTOR VALLEY CLINIC            | Deanna Jaglowski          |
| 47 | CONREP                          | Louis Hodnett             |
| 48 | HUMAN RESOURCES OFFICER         | Janet Serros              |
| 49 | CCTRO                           | Lawrence Vasquez          |
| 50 | VISTA COUNSELING CENTER         | Bob Sudol                 |
| 51 | JJOP                            | Domingo Rodriguez         |
| 52 | MH COUNSELOR'S OFFICE           | Bridgett Joseph           |
| 53 | ACSP-HOMELESS PROGRAM           | Ed Garner                 |
| 54 | TEAM HOUSE                      | Linda Hernandez           |
| 55 | ADS TX -BHRC                    | Cheryl Long               |
| 56 | MEDS ONLY CLINIC                | Brock Kilbourne           |
| 57 | UPLAND COMMUNITY COUNSELING     | Dale Beaman               |
| 58 | ADS / PERINATAL - CHINO         | Tim Dechenne              |
| 59 | REDLANDS COUNSELING CENTER      | Joe Guzman                |
| 60 | BLDG. # 6 - RECEPTIONIST        | Betty Schneider           |
| 61 | CHINO MULTIPLE DIAGNOSIS        | Tim Dechenne              |
| 62 | ADS / PERINATAL - BHRC          | Flavia Jorge              |
| 63 | ADS / PERINATAL - VICTORVILLE   | Rosaline Tanashita        |
| 64 | SPAN PROGRAM - WVDC             | Jerry Dowdall             |
| 65 | VICTOR VALLEY CLINIC            | Chris Croteau             |
| 66 | LONG TERM CARE                  | Ben Cooley                |
| 67 | DBH EEO COMMITTEE CALWORKS S.B  | Angel Chong               |

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|     |                                     |                    |
|-----|-------------------------------------|--------------------|
| 68  | MESA COUNSELING                     | Carol Michaelson   |
| 69  | EAST VALLEY REGION                  | Terri Franklin     |
| 70  | JETS                                | Mike Crane         |
| 71  | BOYS AND GIRLS CLUB                 | Michele Wharton    |
| 72  | VALLEY STAR CHILDREN&FAMILY SERVICE | Kevin P. Burton    |
| 73  | CONTRACTS MANAGEMENT                | Patty Glas         |
| 74  | HOSPITAL AFTERCARE D STREET CLININC | Bob Varinelli      |
| 75  | CONSERVATORSHIP/BHRC                | Robert Kreutzer    |
| 76  | DEPUTY DIRECTOR, COMM. TREAT. SVCS. | Margot Varden      |
| 77  | CAL WORKS SAN BERNARDINO            | Marsha Workman     |
| 78  | MANAGED CARE                        | Charlene Daniels   |
| 79  | MORONGO BASIN COUNSELING            | Beverly Ary        |
| 80  | BHRC ADMIN                          | June Allen         |
| 81  | VICTOR VALLEY CAL WORKS             | John Luther        |
| 82  | BARSTOW CAL WORKS                   | Rosaline Tanishita |
| 83  | <b>UNISSUED</b>                     | <b>UNISSUED</b>    |
| 84  | ACCESS UNIT                         | Sharyn Beemer      |
| 85  | APPLICATION SERVICE GRP             | Michael Day        |
| 86  | GRANT WRITER – BHRC                 | Natalie Davis-Gunn |
| 87  | BHRC CLERICAL SUPERVISOR            | Adell Sweet        |
| 88  | EMPLOYMENT SVS.-WEST VISTA CLININC  | Pam Fenlon         |
| 89  | WEST END SPECIAL EDUCATION PROGRAM  | Narcie Garnica     |
| 90  | THE PASSAGES PROGRAM GLEN HELEN     | Brock Kilbourne    |
| 91  | HESPERIA – MAIN ST. CLINIC          | Kerry Turner       |
| 92  | LUCERNE VALLEY CLININC              | Jeanne Newcomer    |
| 93  | DISASTER/SAFETY COORDINATOR         | Gwen Morse         |
| 94  | COMPUTER SERVICES                   | Betty Kettering    |
| 95  | HOUSING                             | Doug Fazekas       |
| 96  | PAST                                | Maria Villegas     |
| 97  | NEEDLES COUNSELING CENTER           | Jeanne Newcomer    |
| 98  | TRONA                               | Rosaline Tanashita |
| 99  | PRO                                 | Elaine Holzer      |
| 100 | <b>UNISSUED</b>                     | <b>UNISSUED</b>    |
| 101 | <b>UNISSUED</b>                     | <b>UNISSUED</b>    |
| 102 | <b>UNISSUED</b>                     | <b>UNISSUED</b>    |

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| <p><b>*NOTE:</b> Attachment (example below) are to be labeled as:</p> <p>“ATTACHMENT 1-1.50 Page 1 of 3” . . .</p> <p>FONT: Times New Roman 12 pt</p> <p>NUMBERING FORMAT AND INDENTATION FOR SOP's:</p> <p>I Roman numeral. (I, II, III, etc.)</p> <p>A. Upper case A followed by a period. (A. B. C., etc.)</p> <p>1. Number 1 followed by a period. (1. 2. 3., etc.)</p> <p>a. Lower case a followed by a period. (a. b. c., etc.)</p> <p>i) Lower case roman numerals followed by a parenthesis. [ i) ii) iii) iv), etc.]</p> <p>a) Lower case a followed by a parenthesis.<br/>[ a) b) c) d), etc.]</p> |   |  |    |   |           |   |       |   |